

# Essential Customer Service Skills

This course is designed for individuals that work in the service industry and in a range of environments that want to develop the experience they provide to a range of customers.

## Course outline:

- Communication skills
- Presentation standards
- Conflict and complaints
- Customer preferences
- Promotion and up-selling
- Working in a team
- Quality service and assurance
- Product, service and market knowledge

## Units:

- **SITXCCS006** Provide service to customers
- **SITXCOM005** Manage conflict
- **SITXCCS007** Enhance the customer service experience
- **SITXCCS008** Manage quality customer service

## Options of Training:

### Online

Course Duration: You will be given 3 months to complete the course. You can work at your own pace and save your progress as you go.

- Course Cost: \$295.00 (members) or \$345.00 (non-members)

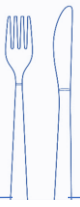
### *Identification and requirements for online course*

You will be required to provide a photocopy of a photo ID certified by a JP.

### In-house courses

Restaurant & Catering Industry Association of Australia (**TOID 6868**) can deliver the full course at your premises (minimum of 10 and maximum 15 participants) to cater to your establishment's specific needs at a time that suits you.

Contact the association on 1300 722 878 for further information or requests for in-house training.



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## What will you receive?

Nationally Recognised Statement of Attainment for the following units when deemed 'competent' by the assessor:

- **SITXCCS006** Provide service to customers
- **SITXCOM005** Manage conflict
- **SITXCCS007** Enhance the customer service experience
- **SITXCCS008** Manage quality customer service

## BEFORE YOU BEGIN:

Required documents for enrolment:

### Online

- Course Registration Form
- Language, Literacy and Numeracy Test (LLN)
- Enrolment Form
- You will be required to provide a photocopy of a photo ID certified by a JP.

## For Further Information:

For more information, contact the Association on 1300 722 878 or visit [www.rca.asn.au/training](http://www.rca.asn.au/training)

## Training Policies and Procedures

Please refer to the Student Handbook in regards to the following policies and procedures:

- Legislation Policy
- Privacy Policy
- Fair Treatment and Equal Opportunities Policy
- Learning Support Services Policy
- Academic Grievance Policy and Procedure
- Qualification Issuance Policy
- Continuous Improvement Policy
- Fees & Refund Policy
- Incidents Policy and Procedure

## Any complaints

Complaints can be submitted by completing the *Complaints & Appeals Form* and returning to the association by fax at 1300 722 396.